



Dear Cisco IronPort Customer,

Effective immediately, the Cisco IronPort Support Portal has moved to Cisco.com. Cisco IronPort Customer Support will continue to provide you (our valued customers and partners) with the same world-class service, a highly-skilled support team, and the valuable self-service offerings you have come to expect from Cisco IronPort Customer Support.

What is changing?

The knowledge base, software tools, downloads, and documentation that you have previously accessed from the Cisco IronPort Support Portal has moved to Cisco.com and you will need your Cisco.com User ID and your new **Cisco IronPort Service Contract Number** to utilize these self-service offerings. See *below for further instructions on how to get your Cisco.com User ID*. Click [here](#) to access the Cisco IronPort Customer Support Site Map and see the new locations of the self-service offerings.

Information about Support Contracts and Accessing the New Support Site

To access the new Cisco IronPort Customer Support area, you will need a Cisco.com User ID —which you will link to your new Cisco Service Contract Number. **Your new Cisco Service Contract Number is: 123456789**. *Please note that your support contract has not changed, only the number you reference.*

Registration will enable you to open a service request and access the support content on Cisco.com. The new Cisco IronPort Customer Support landing page is located at:
www.cisco.com/web/ironport/index.html.

Cisco.com User IDs that have corresponding Cisco IronPort support portal logins were linked to your new Cisco Service Contract Number. There is no additional action required. If you are not able to access the self-service offerings, please see the following paragraph.

Register for a Cisco.com User ID and Link Your Cisco Service Contract Number

If you do not have a Cisco.com User ID, please **register** to obtain one at Cisco.com. Please use this link to register <https://tools.cisco.com/RPF/register/register.do>. Your Cisco IronPort Customer Support portal login cannot be used to log in to Cisco.com. You will need to use your new or existing Cisco.com User ID. Once you have received your Cisco User ID, please link it to your Cisco Service Contract Number. Instructions for doing this are located at: www.ironport/support/vod2.html.

Finally, if you call Cisco IronPort Customer Support to open a service request, you will need to enter your new Cisco Service Contract Number to be routed for support. *Please note that your Cisco IronPort company ID is no longer recognized in the system.* For assistance, you may press “0” at any time and a Customer Support Representative will assist you.

Contacts

If you would like to see the Cisco IronPort Support Contacts information, click [here](#).

Thank you, Cisco IronPort Customer Support